



Public Sector

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Cloud Service Delivery Model and Shared Devices

Service Definition

V1.0





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Contents

_____	1
Cloud Service Delivery Model and Shared Devices _____	1
_____	2
Cloud Service Delivery Model and Shared Devices _____	2
V1.0 _____	2
1 Service Overview _____	4
2 Track Record _____	5
3 Contacts _____	6
4 About us _____	7
Who We Are _____	7
Our Philosophy: Value, People and Technology _____	7
Our Approach: Design to Deliver _____	7
Our Expertise _____	8
Here to Dare _____	8
The BIP World _____	8
5 Other Information _____	9
Are we a reseller? _____	9
Support provided to buyers _____	9
How users work with this G-Cloud service _____	9
Service onboarding and off-boarding process _____	9
Pricing _____	10
Service definition and how it will be delivered _____	10
Our security certifications and standards _____	10

1 Service Overview

Cloud solutions can support and often encourage multi-vendor IT service delivery models and they can create shared service solutions and technology platforms that enable several organisations to operate more efficiently.

BIP reviews the current ICT landscape and designs new flexible solutions using cloud technologies to deliver a cost-effective IT service model.

We can review your current situation including process and ICT systems and specify cloud-based solutions that enable cost savings and improved efficiencies.

We support each stage of the evaluation, specification, selection, procurement, testing and deployment of cloud solutions to support shared services.

We have experience of supporting procurement across Cloud-based and traditional procurements, especially via government frameworks.

The services we offer include:

- Business situation 'as-is' analysis and – processes, people and organisation
- Business analysis and requirements and user needs specification
- Business case drafting and review – SOBC, OBC and FBC
- Integrated Cloud, digital, ICT, technology and IM service strategy
- Legacy ICT landscape analysis and review: systems, applications, platforms, infrastructure
- Legacy rationalisation
- Stakeholder engagement, workshop facilitation and governance
- Current data review – quality, location, flows, governance, storage
- Requirements analysis, business analysis, process analysis, workshop facilitation
- Service delivery model review – services, SLAs, suppliers
- Service design, technical architecture and technology review
- Cloud solution options and cloud architecture specification
- Service strategy and service management and transition planning
- Solution design and cloud architecture specification
- Market engagement, stakeholder engagement, vendor and supplier selection
- Procurement management, supplier scoring and selection
- Cost analysis, benefits identification and benefits realisation
- Transformation strategy, migration strategy and approach, transition planning and change management
- Migration strategy and approach, transition planning and change management
- Mobilisation, transition management and user training
- Testing, migration, transition and implementation planning
- Delivery roll-out, assurance and testing

2 Track Record

A small selection of the clients we have helped includes:

- Home Office / Police Digital Service / Police Forces – National and local police systems
- FCO – Corporate Services
- UKBA – Immigration case work programme
- Department of Work and Pensions
- NHS
- Defra – Portfolio of projects including mobile and flexible working
- Defra – Grants and subsidies administration systems programme
- Network Rail – National video surveying data solution and Documentum
- English Heritage – Portfolio of projects including virtualisation and archiving

More detailed examples of the work we have carried out are provided below:

English Heritage

We worked directly for the IMT Director to develop the IMT strategies for the newly formed charity, English Heritage and the Executive NDPB, Historic England. Both organisations would have their IMT services provided by a shared service. The development of the strategies involved extensive stakeholder engagement including interviews and workshops with all departmental directors. We developed a new service delivery model using cloud solutions and technologies. This included options for service lines, organisation structure, resourcing and budgeting to support the Shared Service and its underlying IMT strategy. We worked with the IMT Management Team to develop and obtain buy in for the new service model.

Historic England

The newly formed Historic England has responsibility for providing IMT services to itself and English Heritage. We set up and led the programme to move the newly formed IMT shared service to a multisource environment making use of newly awarded framework agreements from the Crown Commercial Service (CCS). This was used as an opportunity to consolidate a number of peripheral services.

Surrey and Sussex Police

We managed the review of the SAP and Oracle ERP implementations at the two forces. This included undertaking meetings and workshops with stakeholders from across both forces and the development of a current state review, requirements, future options and business case. We supported the review and development of the options for a new integrated shared service and options for outsourcing all or part of the resulting service.

West Mercia Police

West Mercia and Warwickshire Police are working in a Joint Force that aimed to move to a number of shared services including a single ICT environment. We led a team of representatives from across the Joint Force including external domain experts to

evaluate a solution against a set of evaluation criteria. This included the development of a prototype covering an Intranet, content, document and records management.

Care Inspectorate and Scottish Social Services Council

The Care Inspectorate and Scottish Social Services Council had a requirement to undertake a situation analysis of their current shared services and ICT systems. Working at board level, the BIP team ran workshops and undertook a comprehensive set of interviews across both organisations to develop a current state review and an initial findings paper. This was used to identify options that were developed into a roadmap.

International Advertiser

We supported the CIO and Digital Director with the development of a range of operating model options for the delivery and support of digital 'Out of Home' services along with a more fully defined preferred option. The work provided a springboard for worldwide rationalisation and centralisation of a shared service.

3 Contacts

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4 About us

Who We Are

BIP is a fast growing global management consultancy (backed by CVC Capital Partners), employing over 6,000 professionals across 27 offices in 12 countries.

We operate across Europe, the Americas, and the Middle East; including here in the UK, Italy, France, Germany, Spain, Portugal, Switzerland, Austria, Brazil, Chile, Colombia, the UAE, and the US.

We help organisations tackle complex challenges, outpace their competitors, and build a sustainable future through strategic insight, operational excellence, and technology innovation.

In the UK, BIP has been recognised by *The Times* and trusted by FTSE 100 companies, government departments, and industry leaders, establishing itself as one to watch in the consulting landscape.

Our Philosophy: Value, People and Technology

At the heart of everything we do lies a powerful combination: **value, people and technology**. These three pillars enable us to deliver meaningful, scalable, and lasting outcomes for our clients.

We are value creators and business integrators, combining strategic insight with implementation excellence to help organisations move the dial at pace.

Our work is powered by deep expertise in digital transformation, AI, cloud, and technology-led change, ensuring every solution drives sustainable progress *and* measurable impact.

Our Approach: Design to Deliver

We are doers and makers, NOT just PowerPoint writers.

Everything we do is designed to deliver real, measurable change within defined timelines. We ideate, test, and learn, working closely with clients and partners in an open, collaborative way to ensure every solution is built to last.

Our goal is not only to deliver outcomes, but to transfer knowledge, and empower clients to continue their transformation independently.

This partnership model offers long-term value and enables us to focus on where we can make the next biggest impact.

Our Expertise

With deep sector experience across:

- Financial Services
- Government & Public Sector
- Defence & Industries
- Energy, Utilities & Resources
- Telecoms & Media
- Retail & Services
- Life Sciences
- Commercial Real Estate

We bring sharp insight, proven delivery experience, and technological edge to every engagement.

The recent integration of Verco and Riskcare into BIP UK further strengthens our offering, adding market-leading expertise in net zero strategy, sustainability advisory, and financial risk technology.

Here to Dare

“Here to dare” is more than a motto, it is our mindset.

We dare to think and act differently, to explore beyond limits, and to create opportunities through bold innovation and collaboration.

We believe in shared journeys, celebrating results, milestones, and even challenges, because true responsibility means growing together.

We imagine a future where business thrives through the synergy of technology, humanity, and sustainability.

The BIP World

BIP is a world of innovators, designers, data engineers, change managers, producers, and marketers, all working together, contaminating each other with ideas, energy, and passion.

We want to leave a mark with what we do and share a journey with every company we work with.

We're 6000 people, 47 nationalities, 12 countries, united by a drive to empower organisations through technology and passion.

Our people, the BIPers, are the heart of our success. They thrive in an environment that encourages self-expression, growth, and balance, inspiring them to engage clients with the values they live by.

5 Other Information

The scope of our G-Cloud Service

The scope of our G-Cloud service is defined in this document and the associated features and benefits. It covers the supply of professional services to support the evaluation, selection and deployment of cloud solutions and services for a range of public sector organisations.

Are we a reseller?

BIP is not a reseller and it is totally independent of all product vendors and solution providers.

Support provided to buyers

When buyers have shortlisted one or more of our services, they may ask clarification questions prior to purchase. This helps them understand, in more detail, if we are the best supplier for them and how they can benefit from our service. We then use our knowledge of the cloud solution marketplace to advise and guide clients through the specification, selection and deployment process.

How users work with this G-Cloud service

Users can use this service to obtain professional advisory support for their GenAI needs. This can be on a short term, long term or ad-hoc basis using either selected specialists or a team approach.

Service onboarding and off-boarding process

When a client buys us using one of our G-cloud services, we typically undertake an initiation process at the start of the service to ensure the client's requirements are fully understood and that they are clear about what we will do, how we will do it and what we will deliver. We will also discuss and agree how any issues will be raised and managed from either side during the service operation.

At the end of the service, we will typically undertake a review with the client to ensure they are happy with what has been delivered and that their expectations have been met. We can also discuss and future support if this is appropriate.

Pricing

We provide services and our day rates are shown in the SFIA rate card for this service.

Service definition and how it will be delivered

The services defined in this document and the associated features and benefits will be delivered by one or more of our consultants with full management support and quality assurance from our public sector portfolio leadership. The service will be delivered from our office, working remotely or at the client's offices, depending on which is most appropriate.

Our security certifications and standards

BIP has the Cyber Essentials Plus Certificate of Assurance which is renewed each year.

Our approach to personnel security

BIP's personnel checking process for new employees includes all components of the employment processes described on Gov.uk, including validating their right to work in the UK.

We cover checking original versions of the necessary documents with the new joiner and making and retaining copies of these documents.

The identity documents and other information gathered are sufficient to enable Government Security checks to be undertaken. BIP maintains an extensive pool of appropriately security cleared consultants.